

Warranty Policy

Warranty covers all hardware manufacture faults for a period of 12 months unless otherwise stated on the invoice and start from the date of invoice. DOA (Dead on Arrival) category as a faulty product and will be replaced at no cost to you.

Complimentary accessories (Ex. Keyboard /Mouse) not covered by warranty.

Any defect that is caused by abuse, misuse, theft or an act of nature (such as a flood, water damage) are not covered by the warranty. Also, consequential and incidental damages are not recoverable under this warranty.

Any data loss, change of menus, network setup changes, losses you may incur due to equipment failure is not covered by any warranty and we are not liable for any damages or losses. Warranty is for hardware products only on return to base policy. In most cases items will be repaired in house and returned to make the process much faster. Or will be replaced like to like.

Freight and Insurance of shipping goods are at customers expense and customers risk. A product inspection fee (inc GST) will apply if devices returned for warranty are tested and no fault found. A product quote fee will be charged for items quoted and repair work not proceeded with us.

Operating System (OS) failure or damage to any Software is not covered by Warranty.

Equipment remains property of supplier (We) until the payment is made in full.

Returns Policy

You may return equipment within 14 day cooling off period. We will pay the return shipping costs if the return is a result of our error (you received an incorrect or defective DOA item, etc). Refunds will be processed within 14 days of receiving returned item.

In the event you decide to return the POS system within 14 days of delivery due to change of mind, incompatible software features or dislikes, a "delivery - installation - training fee" of \$490 plus a restocking fee of 10% of the invoice will be charged to your refund.

The returning good must be in acceptable condition for resell without scuff marks and heavy wear and tare. We have the right to refuse the return/refund if it's visible that the POS equipment is abused, damaged or not suitable for resell.

Cost of network cabling, mounts, labour, etc ... are non refundable.

Purchase of software installation service (without purchasing hardware) on your equipment is non refundable.

We are not liable for any damages to your equipment in our premises, during a software installation service or product fault inspection and repairs.

No returns will be accepted after 14 days of delivery. No Exceptions. Customers are given every opportunity to inspect the equipment and software to avoid this situation.

All deposits are non refundable.



Helpdesk (Mon-Fri 9am-5pm)

Our support team operates helpdesk from 9am-5pm, Monday to Friday (ex Public Holidays). Helpdesk services is via remote desktop and required to have internet services onsite.

Remote support is FREE for our customers for the first 90 days from the date of invoice. This is to facilitate a smooth learning and setup process for your new system.

After the first 90 days, remote desktop support fee is \$59 per hour/1 hour minimum. Respond time for helpdesk support is usually within 60mins.

After hours/Emergency Support (24/7)

Our support team operates after hours helpdesk 24/7. Support services is via remote desktop and required to have internet services onsite.

Emergency remote support is FREE for our customers for the first 90 days from the date of invoice.

After the first 90 days, after hours emergency remote desktop support fee is \$149 per hour/1 hour minimum. Respond time for helpdesk support is usually within 60mins.

Onsite Service (Mon-Fri 9am-6pm)

Onsite service is available for customers from 9am-5pm, Monday to Friday (excluding Public Holidays) within Melbourne. Turnaround time is usually within 48hrs.

Callout fee is \$249 per hour/1 hour minimum. Support outside of business hours will incur additional charges.

Helpdesk is subject to staff availability and may not be available on weekends and public holidays.

Helpdesk Support Plan

A helpdesk support plan is available for you to reduce ongoing service and support cost of the system.

This agreement provides you with limited FREE support calls to our helpdesk for remote support, 9am-5pm, Monday to Friday (excluding Public Holidays).

Customers on this plan also enjoys 20% reduced rates for emergency and onsite services.

Cost of the support plan is \$89 inc GST per month on direct debit.

System Backup (every 30 days) ^

Regular system backup is your responsibility. The system will remind you every 30 days by default. You are required to store backups on an external USB device. This backup is required to restore the system in the event of a hardware failure.

Customers recommended to contact helpdesk immediately if they had any problems with the system backup.

Additional charges may apply in the event of a system restore required and the recent database backup is not available.

^ where applicable.

Additional notes :

I have read, understood and agree to the terms and conditions.

Business Name

Customer Name

Customer Signature | Date

We - Exset Holdings Pty Ltd trading as EzyPOS | MiPOS | EzyWIFI | EzyDS | EzyVOICE | SecurityDIY | Menu247 | MiTRAC and You - Customer